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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: CHIEF INFORMATION OFFICER

DEFINITION

Under general direction, to direct, supervise and coordinate the programs and operations of the Information Systems Department through administration of contract agreements with outside companies providing information systems services to the City; to coordinate assigned activities with other City Departments and Divisions and outside agencies; and to provide highly responsible and complex administrative support to the Assistant City Manager; and to do related work as required.

REPORTS TO: Assistant City Manager

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager. Exercises administrative direction over professional, para-professional, technical and administrative support staff.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Assume management responsibility for all Information Systems Division services and activities through administration of contract agreements; recommend and administer policies and procedures.
- Ensure effective delivery of information services to user Departments through continuous interaction with the City's information services provider; continuously monitor contractor management staff to ensure effective leadership to the City.
- Manage and participate in the development and implementation of goals, objectives, policies and priorities for the City's information services; review and approve stipulated service levels.
- Ensure maintenance of systems applications including adherence to contractual provisions relating to baseline service levels.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor administrative and support systems; identify opportunities for improvement; implement recommendations.
- Act as a liaison between contractors and user Departments on all information service matters.
- Represent the City in meetings with contracted service providers; prepare cost and time estimates relating to enhancements to existing systems applications as well as new systems; ensure accurate inventories of equipment are maintained.
- Review and evaluate recommended application software packages as submitted by the contractor; participate in the evaluation of hardware and operating systems software; research and evaluate technical products in the marketplace to facilitate hardware and software enhancements.
- Prepare and monitor requests for proposals for contract services; evaluate responses, conduct cost benefit analysis and prepare staff reports for City Council with recommendations; prepare contracts and monitor adherence to project schedules and agreements.

- Coordinate with the City Attorney's office on contract matters including development, implementation and contract resolution.
- Plan, direct, coordinate and review the work plan for the Department.
- Actively participate in meetings with all user Departments and the City's contractor regarding the City's long and short-term strategic plan; negotiate effective resolution to problems and provide alternatives to meet information systems needs.
- Develop and analyze the request for proposal and request for quote for all information technology providers.
- Manage and participate in the development and administration of the Information Systems Department's budget; forecast additional funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures.

QUALIFICATIONS

Knowledge of:

- Operational characteristics, services and activities of a comprehensive information systems program.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles of systems analysis and design, data base management and on-line computer programming.
- Modern and complex principles and practices of program development and administration.
- Principles of supervision, training and performance evaluation.

Ability to:

- Effectively plan, organize, direct and coordinate a comprehensive Information Systems Division including supervision of management, supervisory, professional and technical personnel.
- Delegate authority and responsibility to appropriate personnel.
- Negotiate and implement effective resolution to issues both internal and external to the Division.
- Effectively identify and respond to issues, concerns and needs of the City related to Information Systems technology.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Select, train, supervise and evaluate professional and technical personnel.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major work in computer science, information management, business or public administration or a related field. A Master's Degree is highly desirable.

Experience: Five to six years of professional information systems management experience, including utilization of micro, mini and mainframe applications, managing in a multi-vendor and contractor service environment, three years of which were in a supervisory/management capacity.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Chief Information Officer

TO: Assistant City Manager